



Direct Participation Click Through Workshop

Customer Information Service Request Form (CISR) Issues Raised To Date

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- **CISR-DRP Request Form**

- Request Form has too many items for the customer to fill out. Increases the chances for mistakes or leave blank (resulting in rejection).
- Request Form language is confusing for customers. Need to simplify.





- **CISR-DRP Request Form Processing**

- When Request Forms are rejected by utility, the reasons are unclear or not always provided
- Utility processing time for Request Forms is lengthy
- Once Request Form is approved, the transmittal of the data to the DR provider takes too much time





- **Customer Data**

- Data set received by the DRPs/aggregators is not uniform across utilities.
- Data format not uniform across utilities.
- Data format varies depending on whether the forms processed are paper or electronic.





- **SCE Green Button Connect Platform**

- Too many clicks for customer to manage (13 pages, 20 clicks) – leading to customer fatigue.
- The GBC requires the customer to go through the process twice in order to authorize two different entities (a DRP and an aggregator).
- The GBC is not entirely the same as the CISR: does not contain customer authorization to disenroll the customer from time-varying rate, nor does it contain meter re-programming request.

